Introweb Remote Backup Client for Mac OS X

User Manual

Version 3.20

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2. Product Information

Product: Remote Backup Client for Mac OS X
Version: 3.20.0.1

3. Benefits

The Remote Backup Client has a lot of benefits. See below:

- Install and online within 5 minutes
- Automatic Remote Backups
- Convenient User Interface
- Incremental data traffic. Low bandwidth required
- High data security
- SSL connection (HTTPS)
- Encryption of data with AES 128 and 256 Bits
- Automatic update (always the latest version)

4. Features

The Remote Backup Client has several features. It supports different kinds of data. It can backup normal data but also specific data.

- You can make one or more scheduled tasks to backup data automatically (e.g. daily, weekly).
- The Remote Backup Client fully supports all Mac file formats, including user rights

The Remote Backup Service also includes a Management Console, which can be accessed through an internet browser (e.g. Internet Explorer). It has several functions:

- Access your data to restore or remove a file
- Change user settings (e.g. password)
- Overview of your backups through logs and reports

5. System Requirements

The Remote Backup Client is supported on different platforms. See below:

Platforms:

- Windows 2000 Professional
- Windows XP Home / Professional
- Windows Vista
- Windows Server 2000 / 2003 / Small Business Server
- Linux (RedHat, SuSE and Debian (and Debian based systems such as Ubuntu), all with Java 1.5 or higher)
- Mac OS X (Mac OS X 10.4.10 and higher (Tiger) and Mac OS X 10.5.0 and higher (Leopard))

On each Windows platform the .Net framework (1.1) needs to be installed. If the framework is not installed the setup will install the framework automatically. On Linux and Mac OS X the Java 1.5 platform or higher is required.

Note:	This manual will cover the Remote Backup Client for Mac OS X. A separate manual is available for the Remote Backup Client for Linux and Windows.

Hardware requirements:

- Mac with 300 megahertz (MHz) or higher processor clock speed recommended
- 128 MB memory
- 25 MB of disk space
- Internet connection (e.g. ADSL, SDSL)

6. Setup

6.1. Setup Wizard

The installation file has a size of 15 Megabytes. The installation file of the Remote Backup Client is a 'DMG'-file, which will introduce a friendly installation program. The language of the installation program is automatically chosen and is the same as your system language.

Note:	After the installation program, you can adjust the language of the Remote Backup Client

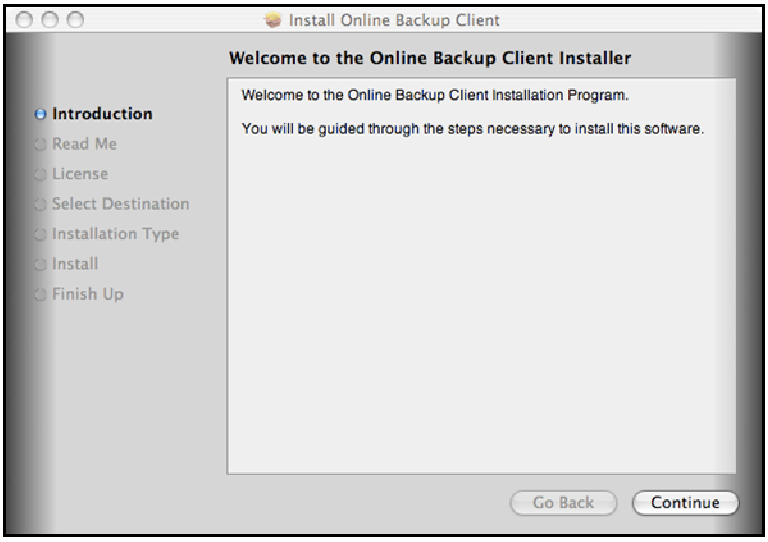


Figure 1: Welcome screen

Now you can:

- Read the release notes
- Accept the license agreement
- Choose the destination volume for installation

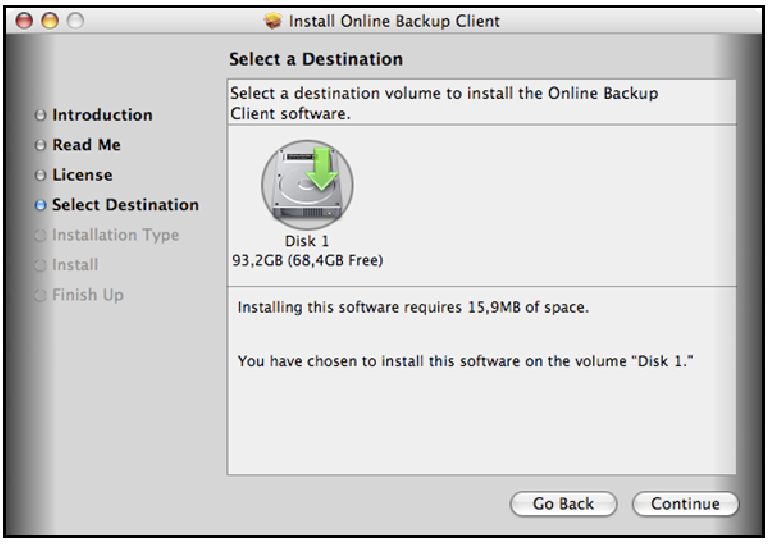


Figure 2: Choose destination volume

The installation program will ask for the login credentials of the administrator of the system.

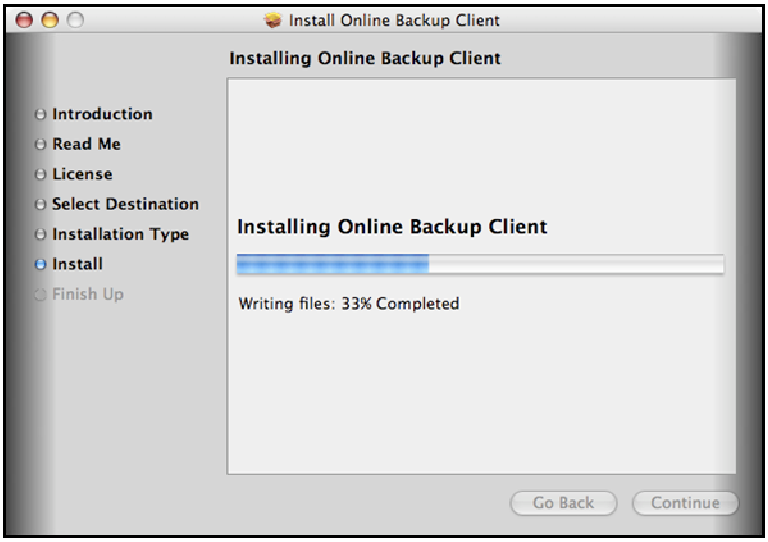


Figure 3: Installing Remote Backup Client

The Remote Backup Client is successfully installed on your computer.

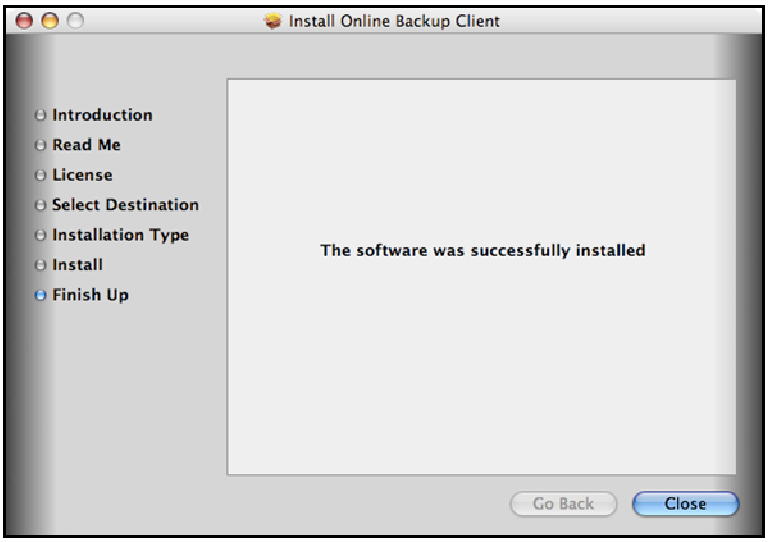


Figure 4: Finishing installation program

6.2. Registration Wizard

When the Remote Backup Client is started for the first time, it will start with the Registration Wizard. The Registration Wizard guides you to fill in the account information and encryption key. With the encryption key your data will be encrypted and decrypted.

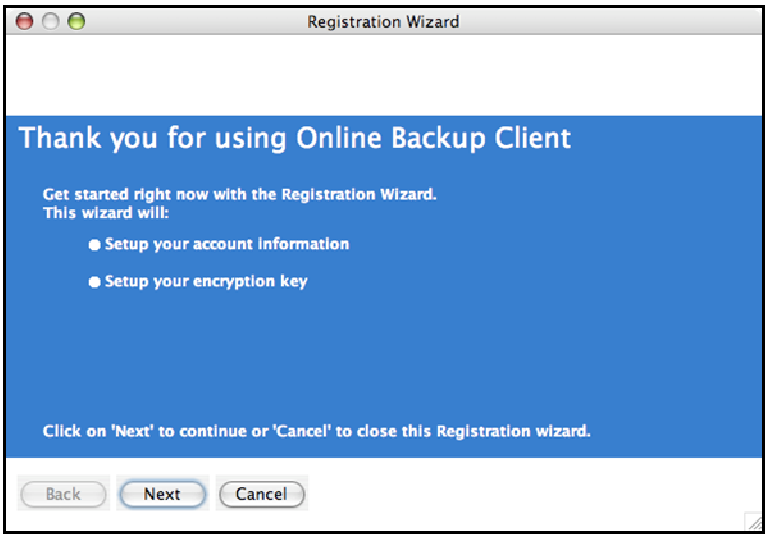

Registration Wizard
Thank you for using Online Backup Client
Get started right now with the Registration Wizard.
This wizard will:
Setup your account information
Setup your encryption key
Click on 'Next' to continue or 'Cancel' to close this Registration wizard.
Back
Next
Cancel

Figure 5: Registration wizard

You need to fill in the address of the Backup Server to connect to; Introweb will provide you with this address. You can test the address by clicking on ‘Test’.

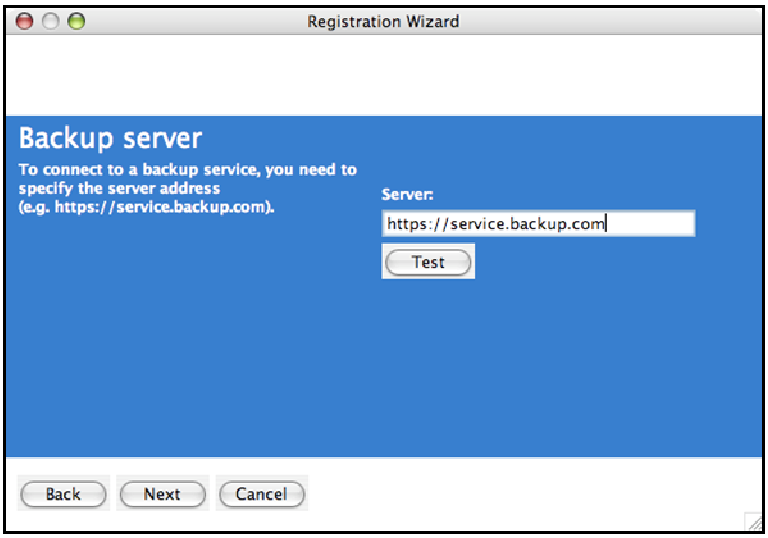


Figure 6: Backup Server Address

You need to fill in the username and password that you created or obtained from Introweb.

Note:	You also have to fill in a Computer name. This which will be registered at the Backup Server to store all files.

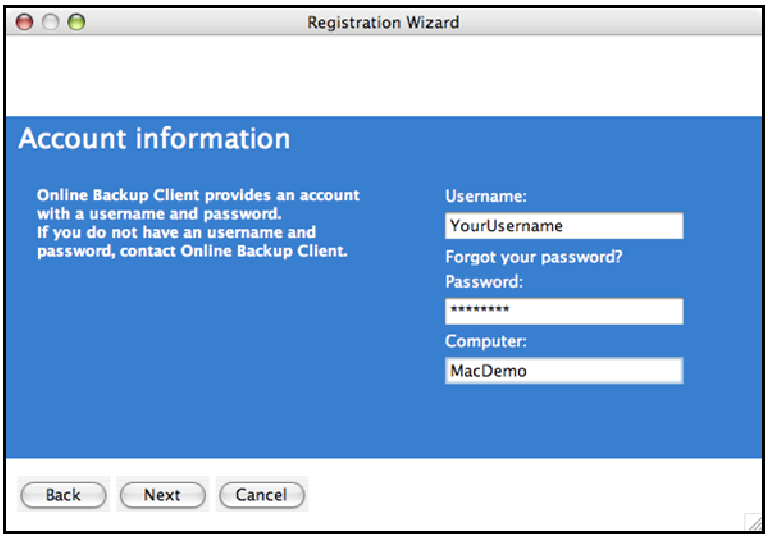


Figure 7: User account

Note:	If you don't remember your password you can click on the link below the password text field. A reminder will then be sent to your registered email address.

Note: If there is a problem with the username and password, the Remote Backup Client will show a prompt that signing in is not possible. Several causes can apply to this:

- The username and/or password does not exist or is incorrect
- The time on the client machine differs very much from the real time (more than 24 hours)
- The Remote Backup Client cannot access the online services while port 443 (SSL) is blocked by a firewall on the network

The next wizard page will ask you to set an encryption key. The purpose of this key is to encrypt all files before transferring them to the Backup Server and decrypt the files from the Backup Server when restoring them.

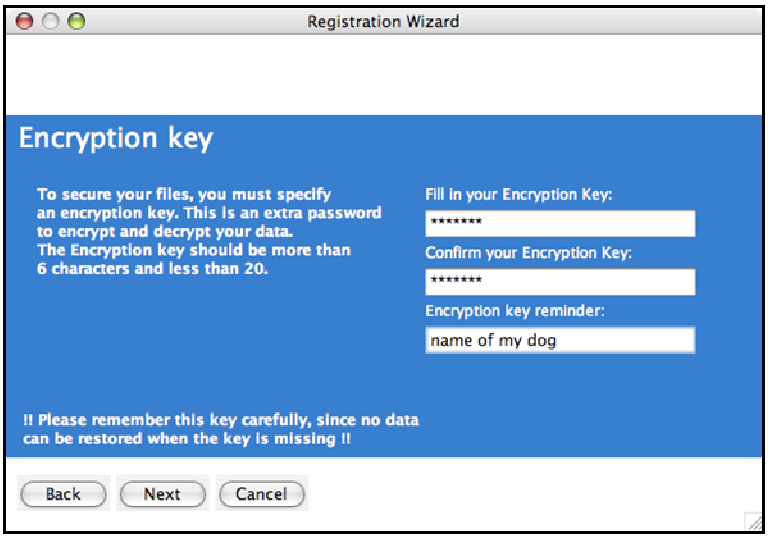

Registration Wizard
Encryption key
To secure your files, you must specify an encryption key. This is an extra password to encrypt and decrypt your data. The Encryption key should be more than 6 characters and less than 20.
Fill in your Encryption Key:
****
Confirm your Encryption Key:
****
Encryption key reminder:
name of my dog
!! Please remember this key carefully, since no data can be restored when the key is missing !!
Back
Next
Cancel

Figure 8: Encryption Key

You must type an encryption key and then confirm this key. You can only set the encryption key once. After setting the encryption key it cannot be changed. If you forget the encryption key, the data encrypted with this key cannot be accessed anymore. Please write down the encryption key in a safe place.

IMPORTANT: **This key is unique and can only be chosen once and cannot be changed afterwards. Treat this key with great care, since it required to restore your files after a system crash.**

Note: It is possible to store a reminder which can be sent to your personal email address. In this wizard the field to enter the reminder will change into a link: 'Forgot your encryption key?'

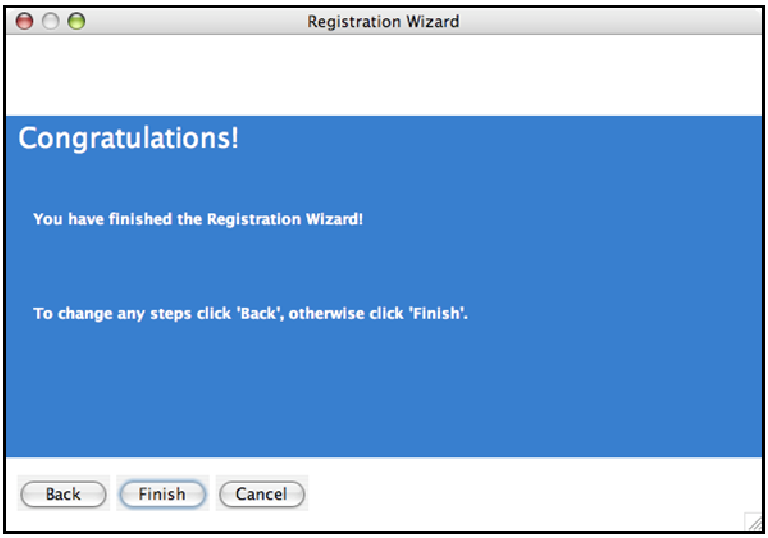


Figure 9: End of Registration Wizard

The wizard is now finished.

7. Remote Backup Client main interface

This is the main interface of the Remote Backup Client. Several components are displayed in the figure below:

- Navigation panel
- Account Information
- Main panel (e.g. Home)

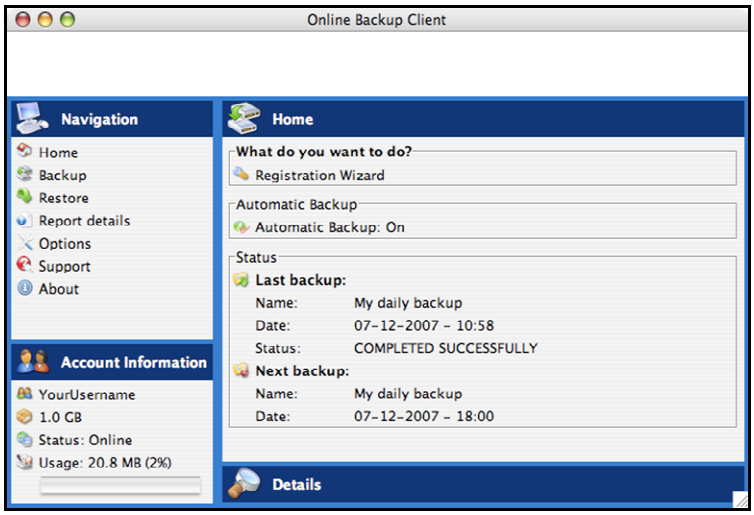


Figure 10: Remote Backup Client main interface

Navigation panel

The Navigation panel is the main navigation through the Remote Backup Client. The options:

- Home: Start View
- Backup: Select local data for a backup
- Restore: Select remote data for a restore
- Reports details: View information on executed backups
- Options: Configure backup tasks
- Support: View contact information for support
- About: Additional information about the Remote Backup Client

Account Information

Shows account details: account name, storage space, status and usage of storage space.

Main Panel

The main panel is the working space of the Remote Backup Client. Depending on what you want to do, this panel will show the necessary views.

7.1. Home

When you start the Remote Backup Client it will show the Remote Backup Client Home view. This view shows the status of the last and the next backup task.

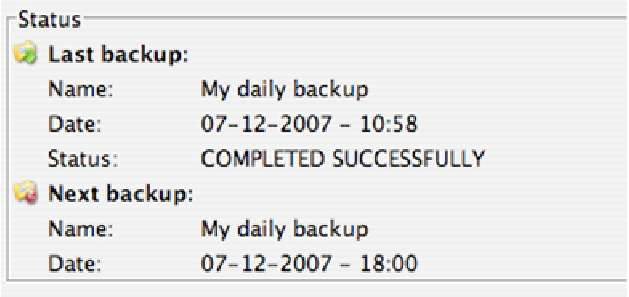


Figure 11: Status of the last and next backup

7.2. Backup

You can backup data by clicking on “Backup” in the "Navigation" panel.

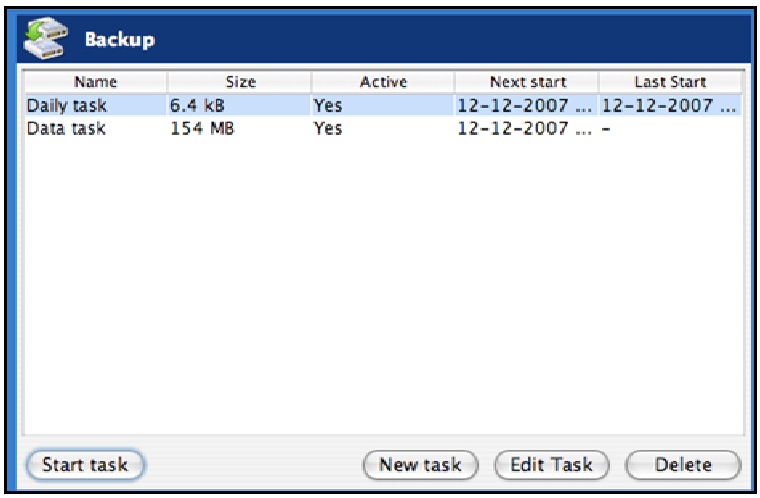


Figure 12: Backup

7.2.1. Create or change backup task

To create or change a backup task:

Create task

- Click on ‘New Task’ to create a new backup task.
- The Task Properties will open, and you can configure:
    - Summary (change name of backup task)

- Data
- Schedule

Change task

- Select the task in the tree view, and click on ‘Edit Task’.
- The Task Properties will open, and you can configure:
  - Summary (change name of backup task)
  - Data
  - Schedule

7.2.2. Summary

The ‘Summary-tab’ gives you a summary of the backup task. You can change the name of the backup task in this screen.

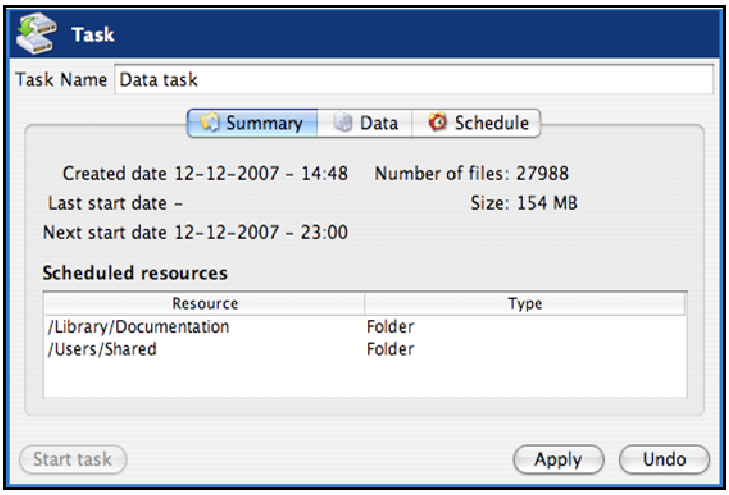


Figure 13: Summary view

Task Name

You can give the backup task a name.

7.2.3. Data

You can select data to backup in the 'Data-tab' in the Task properties. You can easily expand and collapse the branches of the tree, by clicking the plus or minus signs displayed at the left. All items are displayed with their type.

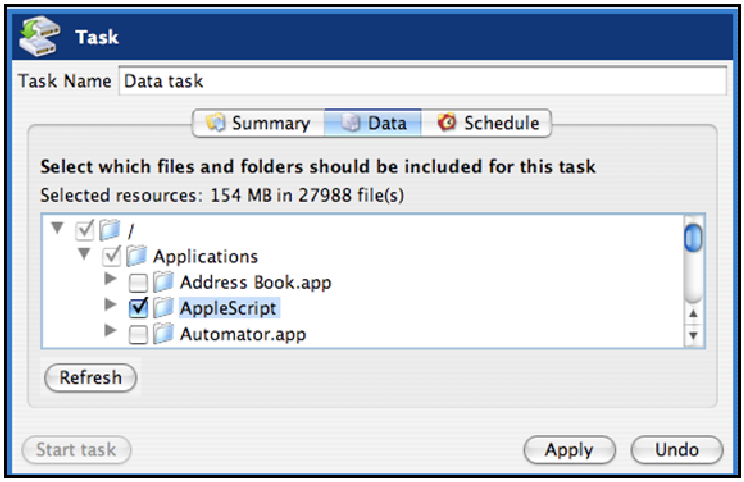


Figure 14: Select backup data

When a folder is selected for backup, underlying files and folders are automatically in the selection, unless explicitly deselected.

Note: If a folder is checked with a grey background only a subset of this folder is part of the backup set

Note: A light grey square in front of a file or folder means that it is not possible adopt that item in the backup set

7.2.4. Schedule

You can set a schedule for the backup task in the ‘Schedule-tab’ in the Task properties.

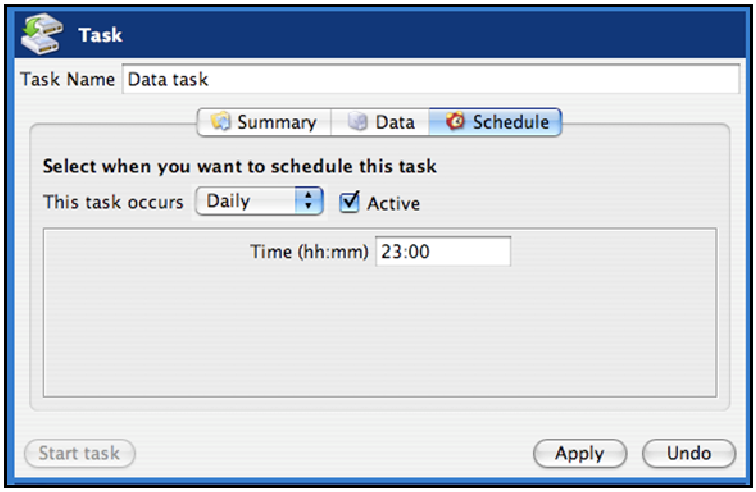


Figure 15: Set a schedule

The following schedule options are possible:

- Once: Performs a backup once on the time that is inserted
- Daily: Performs a backup daily on the time that is inserted
- Weekly: Use this option to select which time and day(s) the backup must be performed
- Monthly: Use this option to select which time and day of the week the backup must be performed

By checking ‘Active’, the backup task will be performed automatically on the scheduled times.

Note: If you select a task in the view “Backup”, and click on ‘Start task’, the backup task will be performed immediately.

7.2.5. Backup progress

The backup process can be monitored by clicking on ‘Details’ on the bottom of the application during the process of a backup (the details-screen will pop-up automatically when a backup task is initiated).

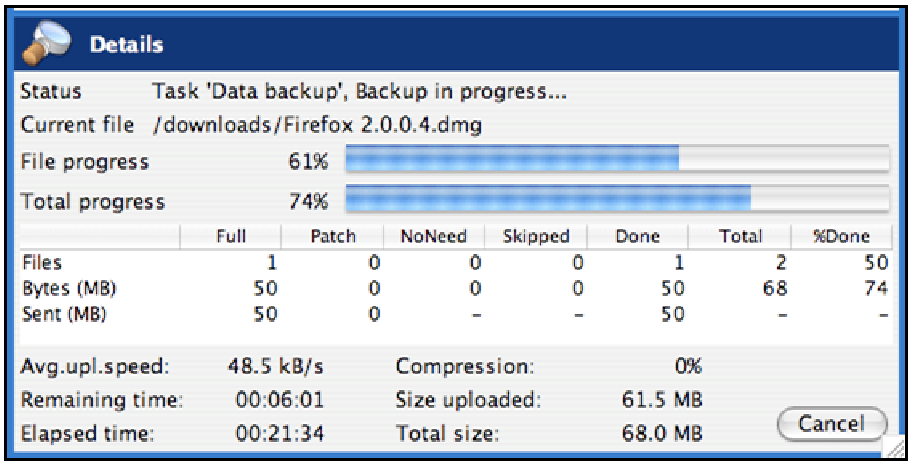

Details
Status Task 'Data backup', Backup in progress...
Current file /downloads/Firefox 2.0.0.4.dmg
File progress 61%
Total progress 74%
Full Patch NoNeed Skipped Done Total %Done
Files 1 0 0 0 1 2 50
Bytes (MB) 50 0 0 0 50 68 74
Sent (MB) 50 0 - - 50 - -
Avg.upl.speed: 48.5 kB/s
Remaining time: 00:06:01
Elapsed time: 00:21:34
Compression: 0%
Size uploaded: 61.5 MB
Total size: 68.0 MB
Cancel

Figure 16: The detail screen while making a backup

The details regarding the backup of data:

Progress information

- File progress: The progress of the backup of the indicated file
- Total progress: The progress of the total backup task

In the table (the amount of files, the amount of selected MBs and the amount of sent MBs)

- Full: Full backed up files
- Patch: Patched backed up files (incremental backups)
- NoNeed: Unchanged files (unchanged compared to last backup)
- Skipped: Skipped files (details in the logs (explained later)
- Done: The total amount of processed data
- Total: The total amount of selected data
- %Done: The percentage of processed data

Other information

- Avg.upl.speed: The average upload speed
- Remaining time: The estimated remaining time
- Elapsed time: The elapsed time
- Compression: The average compression rate of the backed up data
- Size uploaded: The size of the uploaded data
- Total size: The total size of the selected data

7.3. Restore

Your backed up data can be accessed by clicking “Restore” in the "Navigation" panel.

7.3.1. View backed up data

The view shows a collection of computers in the tree view. These computers are the base of the backup schedules. If the Remote Backup Client is (or was previously) installed on a computer, this computer will be shown in this screen. Furthermore, the tree view shows all backed up data in the same structure as it was on your computer. In this view you can restore data from the Backup Server and delete data from the server.

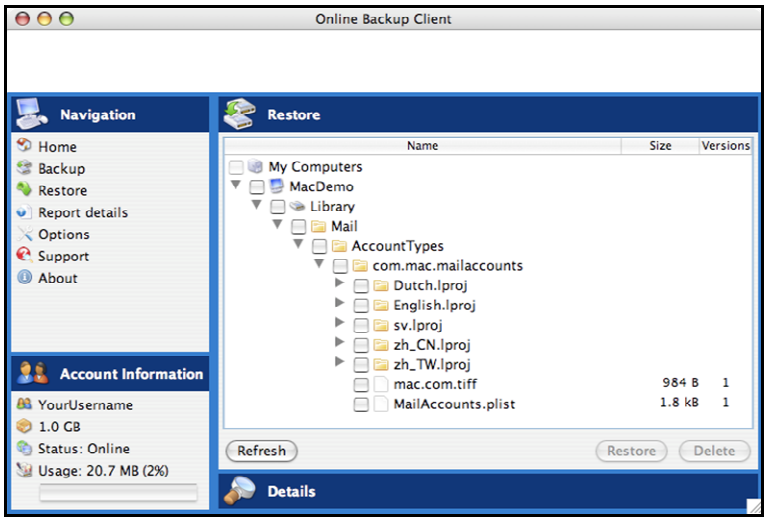


Figure 17: Restore

7.3.2. Restore latest versions of data

Data can be restored per file, folder or drive. Select files, folders or drives you want to restore, in the node tree. By clicking the 'Restore’ button, the latest version of the data will be restored automatically. This is the most common option.

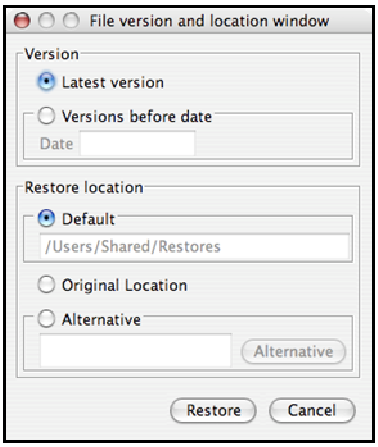


Figure 18: Restore screen

Before the restore starts, the client will ask you where you want to store the restored data. You can choose between the Default Location, the Original Location or a Selected Location.

Note:	If a file already exists on the restore location, a prompt appears that allows you to skip, rename or overwrite the file.

7.3.3. Restore older versions of data

When a file has been changed within the period between two backups, the client will backup the file and notice that it is changed. The Remote Backup Client will than create multiple versions of the file on the Backup Server (only if you have selected to store multiple versions, see later in this manual).

Restore at date

It is possible to restore a file or folder at a selected date in history. You select a file or folder in the 'Restore' view and click on 'Restore' in the lower main panel. In the 'Restore' view that appears, click on the 'Older Versions' button. Here you can select a date in history. The latest backed up versions of the selected files or folder before that date will be restored.

Note:	This feature only works if you have selected to store multiple versions of the backup data, see later in this manual.

7.3.4. Deleting data from Backup Server

To delete data from the Backup Server, click on "Restore" in the "Navigation" panel. Select the data that needs to be deleted by checking the checkboxes (you can select multiple files or folders). Click on the "Delete" button in the lower main panel to delete the file(s). The client will ask you to confirm the delete action.

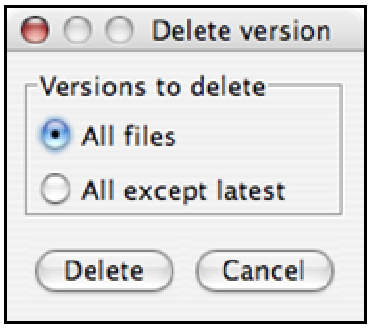


Figure 19: Confirm delete action

Note:	You can choose to delete all data except the latest versions. This can be useful to clean up your backup account.

7.3.5. Restore process

The restore process can be monitored by clicking on 'Details' on the bottom of the application during the process of a restore (the details-screen will pop-up automatically when a restore is initiated).

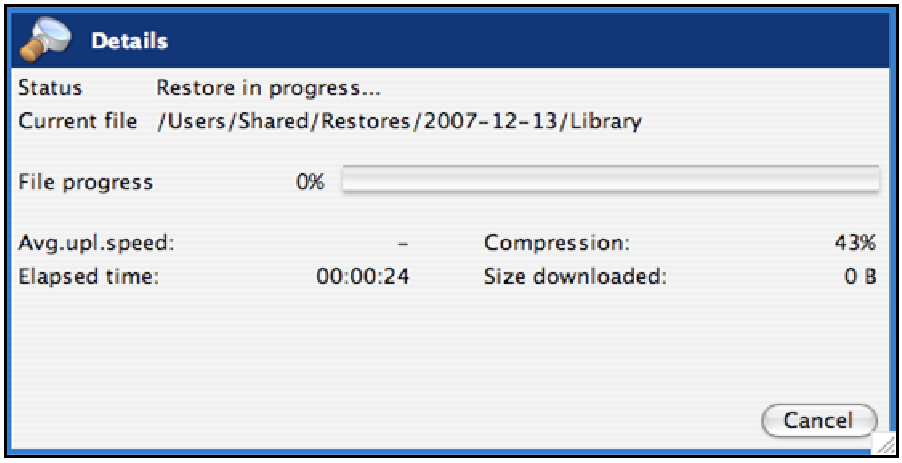


Figure 20: Restoring Data

The details regarding the restore of data:

Progress information

- File progress: The progress of the restore of the indicated file
- Files Restored: The number of files that have been restored
- Files Skipped: The number of files that have been skipped
- Bytes Restored (MB): The amount of restored files in Megabytes
- Bytes Skipped (MB): The amount of skipped files in Megabytes
- Bytes Received (MB): The amount of restored files in Megabyte

- Avg.downl.speed: The average download speed
- Remaining time: The estimated remaining time
- Elapsed time: The elapsed time
- Compression: The average compression rate of the backed up data
- Size downloaded: The size of the downloaded data
- Total size: The total size of the selected data

7.4. Options

You can set different kind of settings by clicking “Options” in the "Navigation" panel.

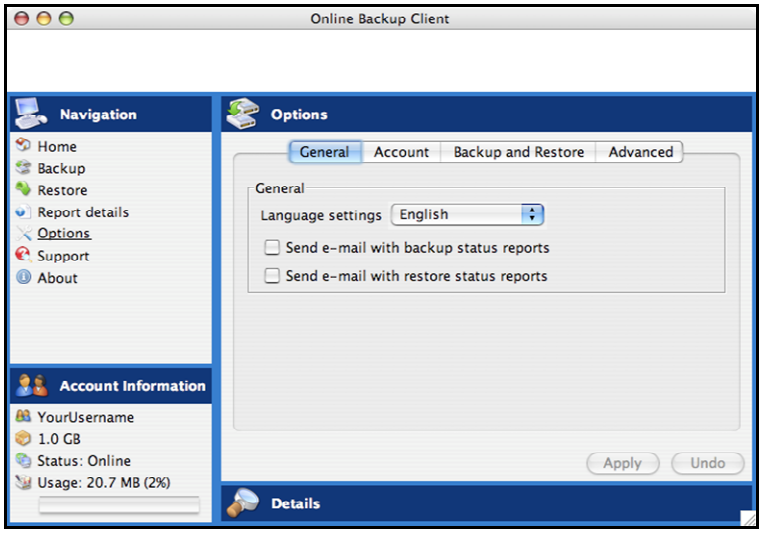


Figure 21: Options

7.4.1. General

In the “General”-tab, you can set general options of the Remote Backup Client:

- You can change the language of the application
- You can able or disable the sending of backup and restore reports by email

7.4.2. Account

You can change your password for you backup account

Note:	It might not be possible to change your password in the Remote Backup client, since Introweb can disable this option

Note:	It is not possible to change the username or encryption key.

7.4.3. Backup and Restore

In the “Backup and Restore”-tab, you can set options that are specific for backing up and restoring with the Remote Backup Client:

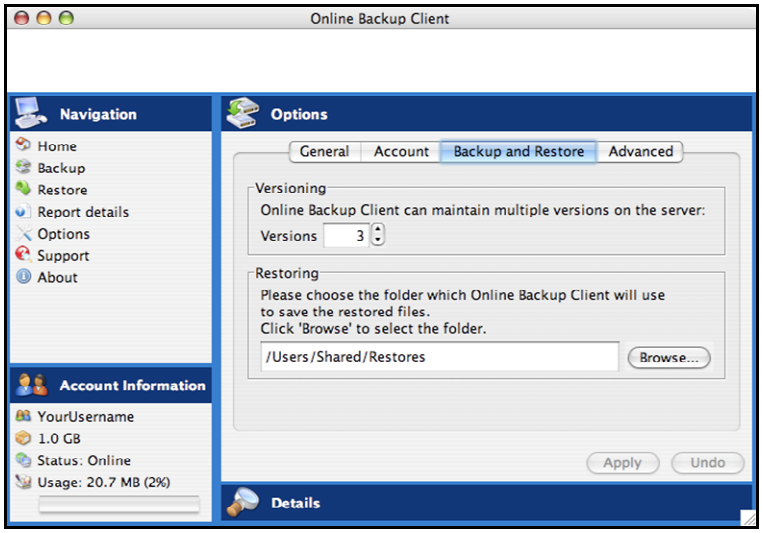


Figure 22: Default restore directory

Versioning

In this view the maximum number of versions of backed up files can be set. Default value is 3 versions.

Note:	The original file is a version too. For example setting three versions makes a total of four versions

Restoring

In this view the default restore folder can be specified. This is the folder where data is restored by default when you don’t choose a specified folder

7.4.4. Advanced

In the “Advanced”-tab, you can set advanced options of the Remote Backup Client:

- You can set the type of Encryption of the data that will be backed up: AES 128 bits or 256 bits encryption.

7.5. Report details

Click on “Reports and Logs” in the "Navigation" panel for a chronological overview of important events.

7.5.1. Reports

The “Reports”-view shows a history of reports. You can view the status of the past backups and restores:

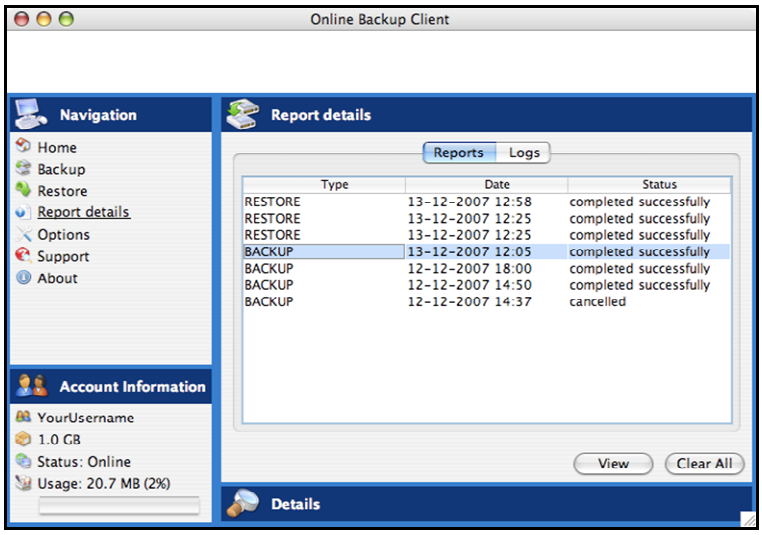


Figure 23: Report view

Double-clicking on a report will show report details.

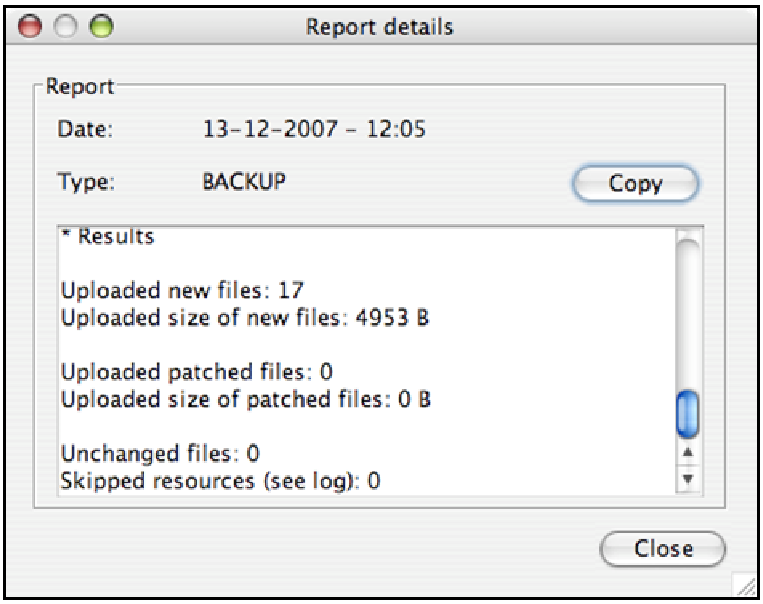


Figure 24: Report details

This report will also be sent to you be email.

It is possible to clean the reports or logs list. In the list of reports or log, click on the ‘Clear All’ button.

7.5.2. Logs

The ‘Logs’ view shows a history of log files.

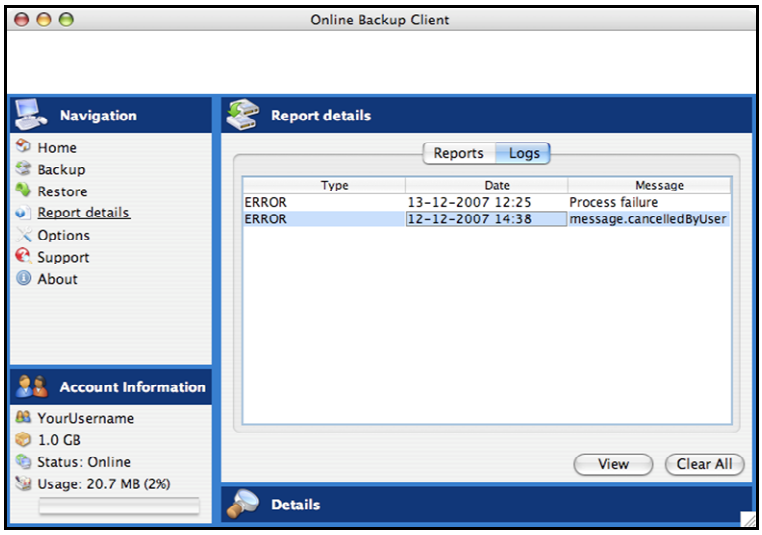


Figure 25: Log view

Three types of events can occur:

- Information: This is information on progress of the backup or restore procedure
- Warning: Non fatal errors occurred during backup or restore process.
- Error: A fatal error has occurred in the Remote Backup Client.

Details of the log message can be viewed by clicking on [View]. This shows a dialog with detailed information of the message.

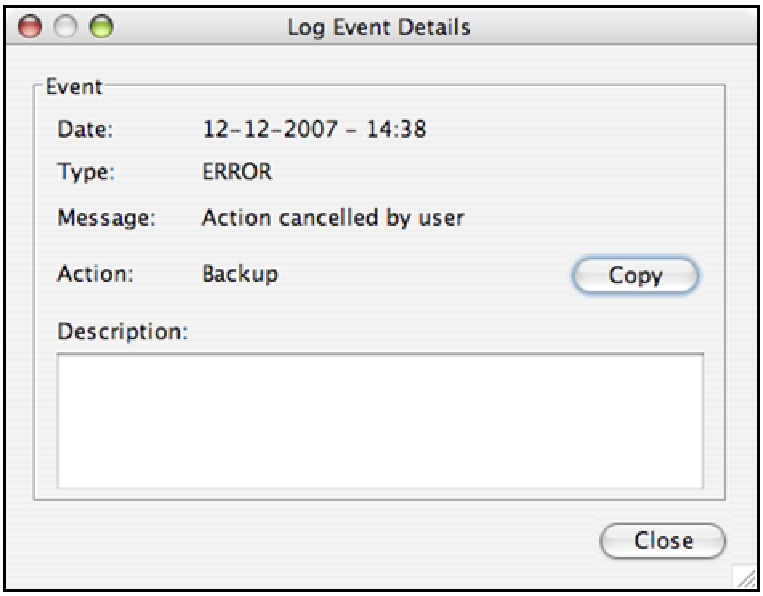


Figure 26: Log Event Details

7.6. Support

Clicking on “Support” in the "Navigation" panel will give contact details.

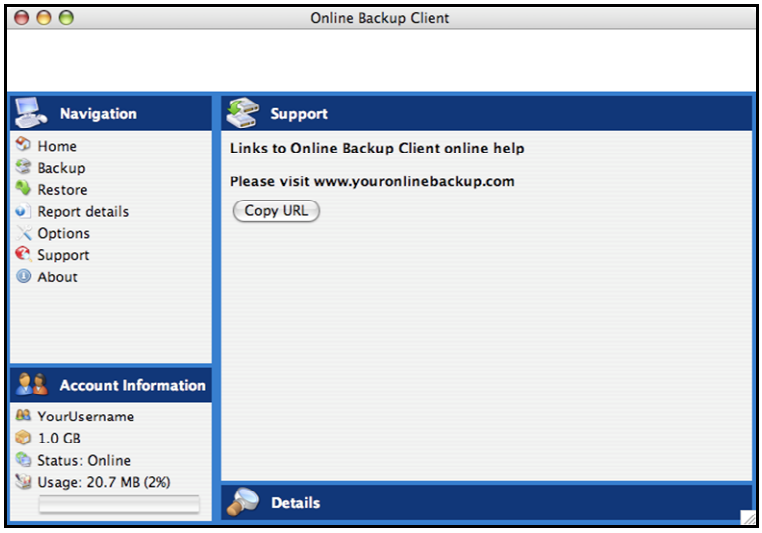
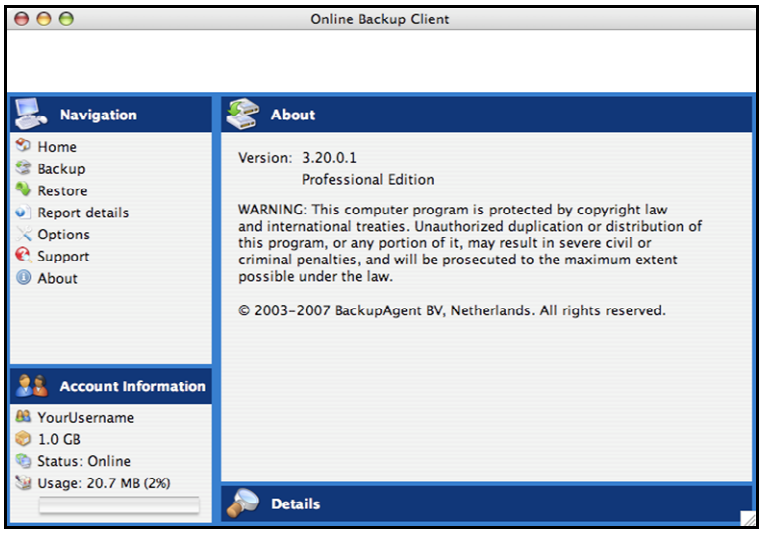


Figure 27: Support contact information

7.7. About

Clicking on “About” in the "Navigation" panel will give details on the version of the software and the license of the software.


Online Backup Client
Navigation
Home
Backup
Restore
Report details
Options
Support
About
Account Information
YourUsername
1.0 GB
Status: Online
Usage: 20.7 MB (2%)
About
Version: 3.20.0.1
Professional Edition
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Details

Figure 28: Remote Backup Client about